



DELTA REGION COMMUNITY HEALTH SYSTEMS DEVELOPMENT PROGRAM

Telehealth Assessment

The Telehealth assessment provides services with the objective of determining opportunities for performance improvement in the organizations' provisions of telehealth services including:

- Conduct assessments of opportunities for the organization to integrate telehealth and information technology resources to fill gaps in clinical services to include emergency medicine and other specialty services, and better coordinate local services that meet community needs
 - Assessment of current state vs. desired state
 - Alignment with strategic goals of the health care organization
 - Use-case design recommendations
- Recommend appropriate broadband services and appropriate equipment for the organization to provide and integrate telehealth services, as well as to support future specialty services
 - Assess current state of broadband services, including connectivity
 - Assess current state of telehealth equipment
 - Provide recommendations for telehealth growth or improved state
 - Broad service and network improvements
 - Broad equipment purchases

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- Consider the appropriate interfaces that could be established with medical providers to allow for seamless transitions of care, if determined appropriate
 - Assess current state of transition of care including telehealth applications/interfaces
 - Provide recommendations for improvement
 - ePrescribing
 - Provider to patient exchange
- Identify operational and cultural challenges to the utilization of telehealth services and provide recommendations for overcoming the barriers to support the implementation process
 - Assess for potential barriers
 - C-suite support
 - Provider buy-in
 - Cultural influences within the community
 - Provide recommendations for improvement
 - C-suite sponsor
 - Provider sponsors
 - Pilot programs
- Provide recommendations that direct the implementation process to include clear action items for the organization to operationalize telehealth services
 - Provide a road map for implementation of telehealth services or improved services

- Provide strategic planning projections for the next 1-3 years
- Provide recommendations that guide the organization in developing partnerships and affiliations for supporting distance telemedicine needs in a sustainable and meaningful way
 - Assess current state for specialty referrals
 - Interview for potential partnerships
 - Assess distant providers for telehealth capabilities
- Provide recommendations that guide leadership and The Center on telehealth best practices that supports and sustains the development of community care coordination plan to further position the organization for population health of the future
 - Assess current state of the organization with care coordination and population health
 - Provide recommendations for improvement
 - Provide recommendations on tracking measures to monitor development, implementation progress, and performance improvement, if applicable
 - Assess current analytics monitored
 - Assess desired analytics
- Provide a summary gap analysis to optimize current platform to strengthen rural health telehealth strategy and position
- Provide recommendations for improvement, including a high-level implementation roadmap